HUAWEI IdeaHub S2, ES2, S2 Pro, and ES2 Pro 23.0

FAQs

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Contents

1 Activation

1.1 What Is the Function of the Meeting Service Activation Code?

To connect a large screen to the on-premises network, Huawei Cloud WeLink and Huawei Cloud Meeting, you need to perform server-end activation. After the activation code is used to activate the large screen by one click, the large screen can be connected to the corresponding network and then you can further activate the meeting service.

After the meeting service is activated, the large screen will be connected to the enterprise synchronously.

NOTE

> Those functions related to Huawei Cloud WeLink are supported only inside the Chinese mainland.

1.2 How Do I Obtain the Activation Code of the Meeting Service and Activate the Meeting Service?

You can search for **Meeting Activation** in the *Product Documentation* or *Tips and Tricks* to view related information. You can obtain the *Product Documentation* from Huawei technical support website.

1.3 What On-Premises Capabilities Can Be Activated on Large Screens?

The on-premises capabilities supported by large screens vary with the large screen model, as described in [Table 1](#).

Table 1 SMC on-premises capabilities

Product Model	Management Platform	On-Premises Conference
IdeaHub S2	Supported after a license is imported	The 1080p conference capability is supported after a license is imported.
IdeaHub S2 Pro	Supported	The 1080p conference capability is supported. After a license is imported, the 4K 30 fps conference capability is supported.
IdeaHub ES2	Supported after a license is imported	The 1080p conference capability is supported after a license is imported.
IdeaHub ES2 Pro	Supported	The 1080p conference capability is supported. After a license is imported, the 4K 30 fps conference capability is supported.

NOTE

- After the 1080p meeting capability is supported, the meeting dual-stream capability can reach up to 1080p 30 fps (video) and 1080p 30 fps/4K 8 fps (presentation).

  After the 4K 30 fps meeting capability is supported, the meeting dual-stream capability can reach up to 4K 30 fps (video and presentation).

- The license import and loading function is only supported in 2.1.0 and later versions.

1.4 How Do I Add a Large Screen to a Third-Party Meeting Platform?

Log in to the web interface, choose **System Settings** > **Server** > **Basic Services**, set **Server type** to **Manual**, and complete other settings.

The license import and loading function is only supported in 2.1.0 and later versions.

1.5 What Should I Do If the Large Screen Fails to Be Activated or the Activation Is Abnormal?

Currently, cross-tenant activation is not supported by Huawei Cloud WeLink QR code scanning. If the activation fails, a message is displayed, indicating that cross-tenant activation is not supported. You can try to use the activation code for activation, or unbind the large screen from the Huawei Cloud WeLink background and scan the QR code again for activation.

 NOTE

> Those functions related to Huawei Cloud WeLink are supported only inside the Chinese mainland.

1.6 How Do I Unbind a Service on an Activated Large Screen?

Log in to the Meeting app, choose **Meeting settings** > **Device info** > **Enterprise info** in the upper right corner, and tap **Deactivate** at the bottom to unbind the meeting service (Huawei Cloud Meeting & Huawei Cloud WeLink) and enterprise service (IdeaManager).

To unbind the enterprise service (IdeaManager or SMC), go to the home screen of the large screen, choose **Settings** > **Advanced** > **System** > **Enterprise Service**, and tap **Cancel Access** or **Deactivate** at the bottom.

 NOTE

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1.7 Why Does the Large Screen Fail to Be Activated After I Restore It to Its Factory Settings?

Check whether the system time is correct. If it is incorrect, the validity period of the certificate generated when factory settings are restored is different from the NMS time. As a result, the activation fails. Solution: Synchronize the system time with the local time, and restore the factory settings to generate a new certificate.

2 Whiteboard

2.1 Does the Whiteboard Support Multi-Person Writing?

A maximum of two persons are supported. On the whiteboard, tap **Zoom** (). After the canvas is locked ( ), co-authoring is supported.

2.2 Is the Smart Pen Function Supported on the Whiteboard?

Yes. Open the whiteboard on the home screen of the large screen, choose **Settings** > **Smart Pen** to enable the function.

After this function is enabled, tap the selected pen. The pen toolbar is displayed. Then, you can tap to write notes, which will be recognized as printed text; or tap to draw a shape, which will be recognized and transformed into a geometrically correct one.

2.3 Can I Scan the QR Code to Transfer Whiteboard Files?

Yes. You can tap **Share** in the lower left corner of the whiteboard interface and then scan the QR code to transfer the file as prompted.

2.4 How Do I Open a File Saved on the Whiteboard Using the Computer?

If the whiteboard content is saved as a CWB file, it cannot be opened on your computer. You need to save the whiteboard content in PDF format and open it on your computer.

1. On the whiteboard screen, choose **File** > **Save**, save the file as a PDF file, and transfer the file to a computer using a USB storage device.

2. If the email address or QR code scanning environment has been configured on an endpoint, save the content by sharing an email or scanning the QR code on your mobile phone, and then transfer the content to your computer.

2.5 Why Is the Photo Not in the Gallery After I Save It by Scanning the QR Code Using WeChat and a Saving Success Message Is Displayed?

The phone settings may be incorrect. Open the **Gallery** or **Files** app on your phone, go to **Settings**, and disable the function of hiding or filtering small images.

2.6 Why Is There No Email Option for Saving the Whiteboard Content?

An email server needs to be configured onsite. After its connection is successful, the email sending function is available.

On the home screen of the large screen, choose **Settings** > **Advanced** > **System** > **Email Address Settings**. After the email address is configured, you can take away whiteboard files by sending emails.

2.7 Why Cannot I Transfer the Whiteboard Content by Scanning the QR Code Using the Huawei Cloud Meeting Client?

Ensure that the current **QR Scan Method** is set to **Huawei Cloud Meeting**. On the whiteboard toolbar, choose **Settings** > **Advanced** to view and change the whiteboard scan method.

2.8 Can I Use WeChat to Scan the QR Code to Transfer Whiteboard Content When the Large Screen Is Inactivated?

To take away whiteboard content by scanning the QR code on WeChat, you need to activate the large screen to the cloud. There are three networking modes: Huawei Cloud Meeting, Huawei Cloud WeLink, and IdeaManager (cloud service).

After the activation, set **Scan Method** to **WeChat**. The setting method is as follows: On the whiteboard toolbar, choose **Settings** > **Advanced** and set the scan method to **WeChat**.

2.9 What Should I Do When the Zoom Icon Turns Gray During the Use of the Whiteboard?

You may have enabled the **Smart Pen** function, and the brush is in smart pen state. **Smart Pen** does not support co-authoring. In this case, you cannot tap **Zoom** to switch to the co-authoring mode. Therefore, the **Zoom** icon is gray.

2.10 Why Did the QR Code for Saving Whiteboard Content Fail to Be Generated?

Check whether the large screen is properly connected to the network. If yes, check whether the large screen is activated.

2.11 Can I Insert or Edit an Image on the Whiteboard?

Yes. On the whiteboard, choose **Insert** > **Image** on the toolbar to insert and edit an image.

3 Meeting

3.1 Why Cannot I Hear Someone Talking in a Meeting?

On the home screen of the large screen, choose **Settings** > **Smart Functions** > **Acoustic Baffle** to check whether **Acoustic Baffle** is enabled.

If the acoustic baffle function is enabled, the volume of the speaker outside the acoustic baffle is effectively reduced. Therefore, voice from the speaker outside the acoustic baffle cannot be heard.

3.2 Is Screen Recording Supported During a Meeting?

By default, screen recording is not supported during a meeting. To solve this problem, perform the following steps:

SMC platform: Require the recording & streaming server on the network.

Cloud platform: Purchase recording & streaming resources.

Third-party video conferencing software: Download the third-party screen recording software from AppGallery.

3.3 Is a 4K Video Meeting Supported?

The IdeaHub S2 Pro and IdeaHub ES2 Pro support non-multistream 4K video meetings only after the 4K license is imported. The license import and loading function is only supported in 2.1.0 and later versions.

3.4 Is a Data Meeting Supported?

Cloud meeting scenario: A data meeting is supported by default.

On-premises meeting scenario: A data meeting is not supported.

3.5 What Can I Do If Echoes Occur During a Meeting?

Adjust the echo suppression strength of the large screen as follows: In the lower right corner of the home screen of the large screen, choose **Settings** > **Advanced** > **Input/Output** and set **Echo Suppression Strength** as required.

3.6 What Do I Do If the Remote Site Cannot Hear the Local Site During a Meeting?

The possible cause is that the microphone is not turned on. To solve this problem, perform the following steps:

1. Check whether the local microphone is unmuted. Tap the sidebars on both sides of the large screen to unmute the microphone.

2. Check whether the meeting microphone is unmuted. Tap the microphone icon on the meeting control bar to unmute the microphone.

3. If the fault persists, contact technical support.

3.7 How Do I Set the Site Name?

Choose **Settings** > **Advanced** > **System** in the lower right corner of the large screen, manually modify **Device Name**, and save the endpoint name.

You can also log in to the web interface, choose **System Settings** > **GUI Display** > **Site Name**, and change the site name. The site name is also the device name. To hide the site name, set **Display duration** to **Do not display**.

3.8 What Should I Do If the Microphone of the Headset Fails to Pick Up Sound After the Headset Is Connected to the LINE IN Port?

Currently, the large screen supports only the LINE IN input (3-pin). However, the common headset microphone in the market uses the 3.5 mm headset & microphone 2-in-1 port (4-pin) for input. To resolve the issue, use a headset microphone with the LINE IN input (3-pin).

3.9 How Do I Cancel the Guest Password of a Meeting?

After the Huawei Cloud Meeting is activated on the large screen, you can cancel the guest password of the meeting. Open the Meeting app, choose **Meeting settings** > **Device info** > **Meeting service** > **Password settings** and disable **Guest password**.

> Those functions related to Huawei Cloud WeLink are supported only inside the Chinese mainland.

3.10 How Do I Set Auto Answer Mode?

After the Huawei Cloud WeLink or Huawei Cloud Meeting is activated on the large screen, open the Meeting app, choose **Meeting settings** > **Basic settings**, and enable **Auto answer**.

After the on-premises meeting is activated on the large screen, open the Meeting app, choose **Meeting Settings** > **Meeting Parameters** > **Answer Mode**, and set it to **Auto**.

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3.11 How Do I Query the Host and Guest Passwords in a Meeting?

After the Huawei Cloud WeLink or Huawei Cloud Meeting is activated, tap the meeting ID or inverted triangle icon in the upper left corner on the meeting screen to view the host or guest password. The host can view both the host and guest passwords while other attendees can view only the guest password.

After the SMC networking is activated, the meeting creator can view the meeting password in meeting information, or log in to the SMC to query the host password and guest password.

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3.12 Does the Huawei Cloud Meeting or Huawei Cloud WeLink Service Support the H.265 Protocol?

Yes.

Those functions related to Huawei Cloud WeLink are supported only inside the Chinese mainland.

3.13 Is Local Screen Recording Supported After the Endpoint Is Activated on the Huawei Cloud Meeting Platform?

Currently, local screen recording is not supported. To record a meeting, purchase screen recording resources from Huawei Cloud and record the meeting on the cloud platform.

3.14 How Do I Adjust the Direction of the Built-in Camera?

First ensure that **Intelligent Tracking** is disabled. On the home screen of the large screen, choose **Settings** > **Camera** to adjust the camera direction.

If the Touch is used, choose **Settings** and enable **Camera** on the Touch to adjust the camera direction.

4 Screen Projection

4.1 What Are the Letters in the Upper Right Corner Used for?

It is the projection code. You can enter the code on the projection client for projection. Drag the projection code to adjust its position on the screen.

4.2 What Is Reverse Control?

Reverse control allows you to reversely control the mobile phone or computer desktop by performing tap, drag, and double-tap operations on the large screen.

4.3 Why Does the Large Screen Have No Response After I Insert the IdeaShare Key?

The possible cause is that the USB port may be in Windows mode. Solution: Switch to the home screen of the large screen, choose **Settings** > **Advanced** > **Input/Output** > **USB**, and set **USB Mode** to **HarmonyOS mode**.

4.4 How Many Projection Connections Are Supported at Most?

IdeaShare wireless projection supports a maximum of 20 connections.

IdeaShare Key projection supports a maximum of six connections.

Huawei Cloud Meeting client projection supports a maximum of 20 connections.

NOTE

Those functions related to Huawei Cloud WeLink are supported only inside the Chinese mainland.

4.5 What Projection Modes Are Supported?

Projection Mode	Projection from Computer	Projection from Phone
HDMI wired projection	√	x
Type-C wired projection	√	√
IdeaShare client	√	√
Huawei Cloud Meeting client	√	√
IdeaShare Key (Type-A)	√	x
IdeaShare Key (Type-C)	√	√
DLNA projection	x	√
Cast+ projection	x	√
NFC OneHop projection	x	√

📖 **NOTE**

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4.6 Which Phone and Computer Versions Are Supported for Projection?

The following table lists the operating system versions supported in different projection modes.

Projection Mode	Projection from Computer	Sound Support During Projection from Computer	Projection from Phone	Sound Support During Projection from Phone
IdeaShare client	Supported in 32-bit or 64-bit Windows 7/8/8.1/10/11 Supported in macOS 10.13.6 and later versions	Supported	Supported in iOS 13.0 and later versions Supported in Android 8.0 and later versions Supported in HarmonyOS 2.0 and later versions	Supported in iOS and HarmonyOS Supported in Android 10.0 and later versions
Huawei Cloud Meeting client	Supported in 32-bit or 64-bit Windows 7/8/8.1/10/11 Supported in macOS 10.13.6 and later versions	Supported	Supported in iOS 13.0 and later versions Supported in Android 8.0 and later versions Supported in HarmonyOS 2.0 and later versions	Supported in iOS and HarmonyOS Supported in Android 10.0 and later versions

Projection Mode	Projection from Computer	Sound Support During Projection from Computer	Projection from Phone	Sound Support During Projection from Phone
IdeaShare Key (Type-A)	Supported in 32-bit or 64-bit Windows 7/8/8.1/10/11 Supported in macOS 10.13.6 and later versions	Supported	Not supported	N/A

IdeaShare Key (Type-C)	If your computer supports audio and video transmission, you do not need to install the IdeaShare Key software. In this case, the IdeaShare Key applies to:
	
	Windows 10 or 11
	
	macOS 10.15.3 or later
	
	If your computer does not support audio and video transmission, you need to install the IdeaShare Key software. In this case, the IdeaShare Key applies to:
	
	32-bit or 64-bit Windows 7, 8, 8.1, 10, or 11
	
	macOS 10.13.6 or later
		Supported	Supported in iOS 12.1 and later versions
			
			Supported in HarmonyOS 2.0 and later versions
			
			Supported in Android 10.0 and later versions
			  NOTE:
			    When an IdeaShare Key (Type-C) is used with a mobile device, the mobile device must support DP signal output. The support capability varies depending on the device vendor.
				Supported

DLNA projection	Not supported	N/A	Supported in iOS 9.0 and later versions Supported in Android 7.0 and later versions Supported in HarmonyOS 2.0 and later versions	Supported
Cast+ projection	Not supported	N/A	Huawei phones: Supported in EMUI 10.1.0 and later versions Supported in HarmonyOS 2.0 and later versions	Supported
NFC OneHop projection	Not supported	N/A	Huawei phones: Supported in EMUI 11.0.0.150 and later versions Supported in HarmonyOS 2.0 and later versions	Supported

📖 **NOTE**

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4.7 Is Voice Transmission Supported During Projection?

The following table lists whether the voice transmission is supported in different projection modes.

Projection Mode	Projection from Computer	Projection from Phone
HDMI wired projection	Supported	N/A
Type-C wired projection	Supported	Supported
IdeaShare client	Supported	Supported in iOS and HarmonyOS Supported in Android 10.0 and later versions
Huawei Cloud Meeting client	Supported	Supported in iOS and HarmonyOS Supported in Android 10.0 and later versions
IdeaShare Key (Type-A)	Supported	N/A
IdeaShare Key (Type-C)	Supported	Supported
DLNA projection	N/A	Supported
Cast+ projection	N/A	Supported
NFC OneHop projection	N/A	Supported

📖 **NOTE**

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4.8 Which Projection Modes Support Reverse Control?

The following projection modes support reverse control:

- Cast+ manual projection

- NFC OneHop projection

- Multi-device collaboration with phones

- Wired projection via a Type-C cable

- PC client projection

- IdeaShare Key projection

4.9 Is AirPresence Key Supported for Projection?

No. Only the corresponding IdeaShare Key can be used.

4.10 Can Multiple People Project at the Same Time?

Currently, not supported.

4.11 How Do I Upgrade the IdeaShare Key?

When the IdeaShare Key is inserted into the large screen, the large screen automatically detects the version. If the version is inconsistent, the IdeaShare Key automatically performs an upgrade.

4.12 Why Is There No Sound When I Use IdeaShare Key for Projection?

You can modify the IdeaShare configuration in the lower right corner of the computer. Right-click the IdeaShare Key icon in the lower right corner and choose **Cast Audio**.

4.13 Does Projection Have Any Requirements on the Network?

Projection Mode	Network Requirements
HDMI wired projection	None
Type-C wired projection	None
IdeaShare client	If the device supports Wi-Fi P2P projection, the projection device and large screen do not need to be on the same LAN. If the device does not support Wi-Fi P2P projection, the projection device and large screen must be on the same LAN. NOTE: Wi-Fi P2P projection applies only to devices that support Wi-Fi-related functions and meet the following version requirements: Computer: 32-bit and 64-bit Windows 10 or 11. Mobile phone: Android 8.0 or later, HarmonyOS 2.0 or later. IdeaShare client: V6.19.0.32 or later.
Huawei Cloud Meeting client	The projection device and the large screen must be on the same LAN.
IdeaShare Key	None
NFC OneHop projection	The projection device and the large screen do not need to be on the same LAN.
Cast+	The projection device and the large screen do not need to be on the same LAN.
DLNA	The projection device and the large screen must be on the same LAN.

📖 **NOTE**

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4.14 Why Does the IdeaShare Display a Connection Failure Message After I Enter the Projection Code?

The possible cause is that the PC or mobile phone and the large screen are not on the same network. To solve this problem, you can connect your PC or mobile phone to the same network as the large screen.

4.15 Why Audio Projection Is Still Unavailable on Some Apps When the Operating System of the Phone Is Android 10.0 or Later?

Upgrade the large screen and projection client to the latest version.

According to the Android official document, whether a third-party app supports audio collection is closely related to the **targetSdkVersion** value, which depends on the value of **android: allowAudioPlaybackCapture**. For details, visit **https://developer.android.com/guide/topics/media/playback-capture**.

4.16 What Do I Do If No Projection Code Is Displayed on the Large Screen?

1. Check whether the large screen is connected to the network.

2. On the large screen, choose **Settings** > **Advanced** > **GUI Display** > **Status Bar Display** and enable **Show Projection Code**. If the option is not available, tap **Show Status Bar**, or go to the sidebar to turn on the **Status Bar** icon.

3. On the web interface, choose **Application** > **Wireless Projection** > **Parameter Configuration** and enable **Project with client**.

4.17 What Should I Do So That the Projection Code Is Not Displayed?

On the large screen, choose **Settings** > **Advanced** > **GUI Display** > **Status Bar Display** and disable **Show Projection Code**.

4.18 What Is the Network Transmission Mode Used by the IdeaShare Key for Projection?

The IdeaShare Key projection is transmitted through the hotspot of the large screen.

4.19 What Can I Do If There Is No Signal After Connection Is Set Up During HDMI Wired Projection?

The cable is too long or the resolution does not match. You are advised to shorten the cable or adjust the input resolution. The following are for reference only: If the resolution is 4K, the recommended cable length is less than 3 m; if the resolution is 1080p, the recommended cable length is less than 5 m.

4.20 Why Cannot My Computer Pick Up Sound After I Use the IdeaShare Key for Projection?

Possible cause: After the computer is connected to the IdeaShare Key, the audio input device is automatically identified as the IdeaShare Key. To solve this problem, set the audio input device to the microphone in the audio settings of the computer.

4.21 Can I Select the Extended or Duplicate Mode for Wireless Projection on My Computer?

No, except the scenario when the IdeaShare Key (Type-C) is used for projection. Since the computer cannot detect the external screen during wireless projection, you cannot select the extended or duplicate mode.

4.22 How Do I Adjust the Voice Volume When I Use an IdeaShare Key on My Mac Computer for Projection?

You can adjust the volume of the large screen's speaker or the video player.

4.23 What Are the Requirements for Reverse Control of Type-C Wired Projection?

Reverse control is supported for Type-C wired projection on a mobile device (mobile phone or computer). If the length of the Type-C cable is less than or equal to 2 m, reverse control is supported by default. If the cable length exceeds 2 m, you need to set **Camera & Microphone Settings** to **Disable** to support reverse control.

4.24 Failed to Project Content to Windows of the OPS When the IdeaShare Client Is Used. Why?

The firewall of the Windows may block the IdeaShare connection. To solve the problem, perform the following steps:

1. Choose **Windows Security** > **Firewall & network protection** > **Allow an app through the firewall** on the Windows. The **Allowed apps** screen is displayed.

2. Tap **Change settings**, find the app named **Project** in the list, select the check box next to **Project** and check boxes for **Private** and **Public**, and tap **OK**.

5 HiBoard

5.1 Can I Customize the HiBoard Background Wallpaper?

Yes. Swipe right on the screen to enter the HiBoard, click **Background** in the lower left corner, click the plus sign (+) of **Add custom backgrounds**, upload the background image, and edit the text to customize the background.

6 Wallpaper & App

6.1 Can I Change the Home Screen Wallpaper?

Yes.

Method 1: Close all apps and touch and hold the home screen to change the wallpaper.

Method 2: On the home screen, choose **Settings** > **Wallpaper**, tap **Set Wallpaper**, and change the wallpaper.

Method 3: Log in to the web interface, choose **System Settings** > **GUI Display** > **GUI**, and change the wallpaper.

6.2 How Can I Import a Wallpaper?

Method 1: Close all apps. Touch and hold the home screen to enter the wallpaper change screen. Swipe to the left of the screen, tap **Select Wallpaper**, select a picture from a local directory or an external storage device, and use it as the wallpaper.

Method 2: From the home screen, choose **Settings** > **Wallpaper** and tap **Set Wallpaper**. Swipe to the left of the screen, tap **Select Wallpaper**, select a picture from a local directory or an external storage device, and use it as the wallpaper.

Method 3: Log in to the web interface, choose **System Settings** > **GUI Display** > **GUI**, click next to **Custom wallpaper**, and select a picture from a local directory or an external storage device. Click **Upload** to complete the import.

6.3 Why Cannot I Install New Apps?

You can customize the homepage and install and delete apps on the large screen only after **Permission Control** is enabled. On the home screen of the large screen, choose **Settings** > **Advanced** > **Apps** > **Permission Control**, and enable **Permission Control**. Then AppGallery is displayed in the app list and you can download and install apps from AppGallery.

For the large screen sold outside the Chinese mainland, you can first choose **Settings** > **Advanced** > **Apps** > **App Display** and enable **AppGallery**.

6.4 How Do I Download Third-Party Apps?

You can download officially released third-party software from AppGallery, or download and install apps using a browser or USB storage device.

If AppGallery is not displayed in the app list after you swipe left on the home screen, choose **Settings** > **Advanced** > **Apps** > **Permission Control**, and enable **Permission Control**. Then AppGallery is displayed in the app list and you can download and install apps from AppGallery.

For the large screen sold outside the Chinese mainland, you can first choose **Settings** > **Advanced** > **Apps** > **App Display** and enable **AppGallery**.

6.5 How Can I View the Files Saved by Third-Party Apps?

In the Apps list when you swipe left on the home screen, you can use the pre-installed **File Manager** app to search for or view stored files.

7 AI

7.1 Is Acoustic Baffle Supported?

Only the built-in microphone of the large screen supports the acoustic baffle. On the home screen of the large screen, you can choose **Settings** > **Smart Functions** > **Acoustic Baffle**, enable **Acoustic Baffle**, and adjust the sound pickup range as required.

7.2 Is Voice Tracking Supported?

The built-in camera and microphone of the large screen support voice tracking.
On the home screen of the large screen, choose **Settings** > **Camera** and enable **Camera** and **Intelligent Tracking** to select **Voice Tracking** or **Auto-Framing**.

- **Voice Tracking**: The camera takes a close-up shot of the speaker who is speaking when voice is picked up. If no voice is picked up, an overview of the participants is displayed.

- **Auto-Framing**: The camera automatically adjusts the focal length based on the number of participants to ensure all participants are displayed.

7.3 How Can I Disable the Voice Tracking Function of a Camera?

On the home screen of the large screen, choose **Settings** > **Camera** and disable **Intelligent Tracking**.

8 OPS

8.1 What Operating System Does OPS Use?

The OPS is preinstalled with the Windows 10 Enterprise.

8.2 Can the OPS OS Be Replaced with Windows 7?

Windows 7 is not supported.

8.3 How Can I Switch to the OPS Windows OS?

Use either of the following methods to switch to the OPS Windows interface.

- Tap the Windows icon in the lower left corner on the home screen of the large screen.

- Open the sidebar of the large screen and tap the Windows icon.

8.4 Is a Third-Party OPS Compatible?

Only the OPS models (see the table below) matching the product are supported.

Table 1 OPS model list

OPS Name	OPS Model	Description
ICD OPS i5 D	ICD OPS i5 D	OPS,I5-10500,DDR4 8GB,128GB SSD,Windows10 IOT Entreprise SAC,195mm,180mm,30mm
ICD OPS i7 D	ICD OPS i7 D	OPS,I7-10700,DDR4 16GB,512GB SSD,Windows10 IOT Entreprise SAC,195mm,180mm,30mm

📖 NOTE

Using a non-matching OPS may damage the endpoint. According to Huawei's warranty regulations, the damage in this case is not covered by Huawei's warranty.

8.5 Why Is a Black Screen Displayed After the System Is Switched to Windows?

In Windows, choose **Settings** > **Power & Sleep** and set **Sleep** to **Never**. If the fault persists, the fault may be caused by hot swap. Contact Huawei technical support.

8.6 What Is the Factory Storage Size of the OPS?

Currently, the OPS server has two storage specifications: 128 GB for i5 and 512 GB for i7. For more information, see the OPS specifications.

8.7 Why Is Windows Not Activated After I Insert the OPS and Enter the Windows System?

Connect the large screen to the network and enter the Windows system. The system is automatically activated. If the system is not automatically activated, choose **Settings** > **Update & Security** > **Troubleshoot**, and select the project activated by the corresponding system. Windows is automatically activated.

8.8 Can I Use Third-Party Software to Invoke the Built-in Camera in the OPS Scenario?

In the OPS scenario, third-party applications in the Windows operating system can use the built-in camera and microphone of the large screen.

Perform the following operations:

In OPS mode, swipe right from the left edge of the large screen to display the OPS sidebar. Choose **Advanced** > **Camera & Microphone Settings**, and select **OPS first**.

In dual-system mode, tap the sidebar to display the home screen. In the lower right corner of the large screen, choose **Settings** > **Advanced** > **Input/Output** > **Camera & Microphone Settings** and select **OPS first**.

8.9 Can the Network Port of the Large Screen Be Shared with the Network Port of the OPS?

The OPS can use the network port of the large screen to connect to the wired network, but the large screen cannot use the network port of the OPS to connect to the wired network.

9 Others

9.1 Why Are the Displayed Functions Different from the Actual Large Screen Capabilities?

The content displayed may vary depending on large screen configurations and models. The actual page prevails.

9.2 Can the Large Screen Be Used as a Display?

Yes. You can implement display functions through projection in wired, client, or IdeaShare Key mode.

9.3 Does the Large Screen Support Screenshots?

No. Instead, similar functions can be implemented through annotations.
Method 1: Open the sidebar and tap **Annotate**.
Method 2: Swipe a certain distance from the lower left corner or lower right corner of the large screen to the center of the large screen and then release your hand.

9.4 Why Cannot the Large Screen Connect to a Wi-Fi Hotspot?

First, ensure that the large screen supports Wi-Fi. Next, ensure that the entered password is correct. Then, check whether the MAC address trustlist or IP address trustlist is configured on the router. If yes, add the MAC address or IP address of the large screen to the trustlist.

9.5 What Are the Default Passwords of the Web and API Accounts of the Large Screen?

See **Product Documentation** > **Getting Started** > [Quick Configuration](#) . You can obtain the *Product Documentation* from the Huawei technical support website. To ensure account security, change the password after the first login.

9.6 How Can I Log in to the Web Interface of a Large Screen?

Prerequisite: The administrator account and password have been configured during the first startup.
The large screen supports the HTTP and HTTPS modes. By default, the large screen uses the HTTPS mode. If you log in to the web interface in the HTTP mode, the system automatically switches to the HTTPS secure login mode.

PC client

1. Open a browser on the computer. In the address box, enter the IP address of the large screen, such as **https://192.168.1.2**.

2. Press **Enter**. If you encounter a security certificate issue during login, for example, in Google Chrome, choose **Advanced** > **Proceed to 192.168.1.2 (unsafe)** to continue the login.

3. Enter the username and password.

4. Click **Log in** or press **Enter**.

Large screen:

1. Open a browser on the large screen. In the address box, enter the IP address of the large screen, such as **https://127.0.0.1**.

2. Press **Enter**. If you encounter a security certificate issue during login, choose **Advanced** > **Proceed to 127.0.0.1 (unsafe)** to continue the login.

3. Enter the username and password.

4. Click **Log in** or press **Enter**.

9.7 Why No Sound Output From the External Speaker When It Is Connected to the LINE OUT Port?

Set **Audio Output** to **Auto** by performing the following operations: log in to the web interface, choose **System Settings** > **Input/Output** > **Audio**, and set **Audio Output** to **Auto**. When an external device is connected to the LINE OUT port, only the external device outputs audio. When the external device is removed, only the built-in speaker outputs audio.

9.8 How Do I Change the Sleep Time of the Large Screen?

On the home screen of the large screen, choose **Settings** > **Advanced** > **Power** to change the sleep time.

9.9 How Do I Configure the Password for Advanced Settings on the Large Screen?

After the large screen or Touch is powered on for the first time or restored to factory settings, there is no password for accessing the **Advanced** screen. In this case, you can directly set the advanced settings password. Perform the following operations:
On the home screen of the large screen, choose **Settings** > **Advanced** > **Security** > **Advanced Settings Password**, enter a password, confirm the password, and tap **Save**.
On the Touch, choose **Settings** > **Advanced** > **Advanced Settings Password**, enter the password and confirm it, and tap **Save**.

9.10 How Do I Update the Large Screen?

After the large screen is connected to the network, you can check for updates on the large screen and perform the upgrade.

1. In the lower right corner of the home screen of the large screen, choose **Settings** > **System & Update**, and tap **CHECK FOR UPDATES**.

2. If a new version is found, select the new version and download it. After the download is complete, a dialog box is displayed.

3. Tap **INSTALL NOW** in the lower right corner of the dialog box to restart the system and install the new version.

9.11 Does the Large Screen Support an External Microphone?

The large screen can be connected to an external microphone via USB port or LINE IN port, or a microphone array (VPM220 or Mic 500) via the HD-AI port.

9.12 What Do I Do If the Third-Party App Cannot Invoke the Built-in Camera?

The possible cause is that the software version of the current large screen is too early. You are advised to upgrade the software to the latest version. If the issue persists, on the home screen of the large screen, choose **Settings** > **Advanced** > **Apps** > **App Permission**, and enable the corresponding third-party app permissions.

9.13 How Do I Set the Initial Position (Preset Position) for a Camera After Startup?

The procedure is as follows:

1. Disable intelligent tracking.

2. Log in to the web interface of the large screen, choose **Device Control** > **Video Control**, and set local camera preset 1.

3. Choose **System Settings** > **Input/Output** > **Video Input**, and set the initial position to preset 1 for **Inner Camera**.
   After the endpoint is restarted or powered on, the camera automatically switches to preset 1.

9.14 How Can I Cancel the Display of the Icon in the Upper Right Corner?

Method 1: On the large screen, choose **Settings** > **Advanced** > **GUI Display** > **Status Bar Display** and disable status display.
Method 2: Go to the sidebar and tap the **Status Bar** icon to hide it.

9.15 Can the Wi-Fi Module Be Physically Removed from the Large Screen?

No.

9.16 Can I Hide the Time on the Status Bar?

Yes.

Method 1: On the large screen, choose **Settings** > **Advanced** > **GUI Display** > **Status Bar Display** and disable **Show Network & Time**.

Method 2: Go to the sidebar and tap the **Status Bar** icon to hide it.

9.17 Can I Transfer Files Between the Endpoint and My Phone or Computer?

No.

9.18 What Can I Do If the STB Cannot Be Used for Screen Projection and a Message Is Displayed Indicating that the Resolution Is not Supported?

The resolution of the STB is 720i/1080i, which is not supported by the large screen. Change the resolution of the STB to 720p/1080p.

9.19 Does the Large Screen Support USB Microphones and Speakers?

Yes.

9.20 Why Is There No Sound During Cloning?

In the clone scenario, the external display connected to the HDMI OUT port does not support audio transmission, but you can connect an external speaker to the LINE OUT port to output audio.

9.21 Does the Large Screen Have a Matching Remote Control?

The Controller is supported (purchased separately) to implement functions such as the laser pointer, document page turning, and volume adjustment.

9.22 How Do I Change the Large Screen System Time If It Is Different from the Local Time?

Automatic synchronization: After the large screen is connected to the public network, the time can be automatically synchronized through the NTP server.

Manual change: If the large screen is on the intranet and cannot connect to the NTP server, you can manually change the time: Choose **Settings** > **Advanced** > **System** > **Date & Time**, disable **Set Automatically**, and set **Date** and **Time**.

9.23 How Can I Restore the Web Login Password If I Forget It?

The restoration method is as follows:

- If the large screen is connected to the SMC or IdeaManager platform, contact the administrator to deliver the password again.

- On the home screen of the large screen, choose **Settings** > **Advanced** > **System** > **Restore Factory Settings**, and tap **Reset**. For details about the new web password after resetting, see **Product Documentation** > **Getting Started** > [Quick Configuration](#) . You can obtain the *Product Documentation* from the Huawei technical support website.

9.24 Does My Large Screen Support Bluetooth?

The hardware is reserved, but the function is not open yet. The large screen supports proximity discovery connection via Bluetooth when it is used with a HarmonyOS mobile phone for projection.

9.25 Does My Large Screen Support Wireless Microphones?

No.

9.26 What Do I Do If a Message Is Displayed, Indicating that the Connection Fails After I Connect a Touch to the Device and Enter the Device IP Address?

The two devices may not be on the same network. Refer to [Connecting to the IdeaHub](#) under **Product Documentation** > **Advanced User** > **Touch Configuration** for more details.

9.27 Why Does the Touch Display a Black Screen and Do Not Respond When It Is Connected to a Device in Wired Mode?

The possible cause is that the Touch has run out of power. When the Touch is connected to a device in wired mode, the network cable cannot supply power to the Touch. In this case, an extra power supply is required. The solutions are as follows:

1. Use a supported power adapter for power supply.
2. Connect a USB power cable to the USB Type-C port next to the Touch's network cable port.